

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen	Examiner:	Sterrett
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)
Title:	SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS AND RELATED INFORMATION		

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**AMENDMENT AFTER ALLOWANCE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicant respectfully requests entry of the attached formal replacement drawings in accordance with 37 CFR 1.312 with the approval of the Commissioner and the recommendation of the primary examiner without withdrawing the present application from issue. Applicant respectfully submits that the replacement drawings herein are formal copies of the original drawings that do not change the scope thereof, do not add new matter and do not require a substantial amount of additional work on the part of the Office.